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| **Name:** | Access user profile and manage phone plan through phone service provider app |
| **Summary:** | The phone service provider app allows a user to access her profile, check all the phone plan options, and manage phone credits and services. |
| **Version:** | 1.0 |
| **Preconditions:** | 1. User activated an account through the service provider website |
| **Triggers:** | Tap the app and login |
| **Main Success Scenario:** | 1. User performs a login by providing the same username and password set during the registration on the web  2. Credentials are successfully validated and the app displays the homepage user profile, with a summary of the phone plan and other buttons (actions)  3. User tap the button to check the phone credits  4. App displays the credits and the user thresholds together with a button to add more credit  5. User goes back to the homepage and tap the link to manage phone options (services)  6. App displays a new screen with options already enabled and options that can be enabled  7. User taps the LTE (G4) option to request activation  8. App verifies the phone credits and enables the chosen service  9. User is now happy to navigate Internet with LTE! |
| **Alternative Success Scenarios:** | 1. User forgot the password and tap the “recover password” button at the bottom of the login screen 2. App generates a temporary password and send it in a text to the user smartphone 3. User provides the username and the temporary password in the login screen 4. Credentials are validated and homepage user profile is displayed |
| **Postconditions:** | 1. Once logged in, user can manage her credentials, credits and/or phone services |
| **Business Rules:** | 1. At the time of the registration via web, user has to:    1. Provide valid ID’s information    2. Provide a valid home address    3. Provide a valid credit/debit card information    4. uploading a scan of a valid user ID    5. set a valid username and password 2. Registration is complete after the service provider has reviewed all the information and documents 3. User can successfully login by using the app only after registration is complete |
| **Notes:** | 1. App is supported from a specific Android version on |
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| **Date:** | 3/4/2019 |

| **Use-case field** | **Description** |
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| **Use case name** | An active verb phrase that describes a particular task. |
| **Subject area** | A use role or other grouping mechanism that can be used to group use cases. |
| **Business event** | A trigger that stimulates activity within the business. Many business events occur at the interface point between the business and one of the external entities with which it interacts. Business events must be observable. |
| **Actors** | The actor that initiates this use case and all users who participate in this use case. |
| **Use case overview** | A description of the overall scope and content of the use case. |
| **Preconditions** | Constraints that must be met for the use case to be taken by the solution developer and used to create a workflow. This might include a required sequencing of use cases. For example, one or more other use cases might need to be performed successfully for this use case to begin. |
| **Termination outcome** | A list of the successful and unsuccessful ways this use case might end. What are the possible ending results? |
| **Condition affecting termination outcome** | A list of the conditions under which the corresponding termination outcome occurs. |
| **Use case description** | A brief description of events for the most likely termination outcome. List the actions the actor does and how the system responds. |
| **Use case associations** | A list of other use cases that are associated with this use case. |
| **Traceability to** | A list of other related documents, models, and products that are associated with this use case. |
| **Input summary** | A brief summary that lists the data input by the actor. |
| **Output summary** | A brief summary that lists the data output by the system. |
| **Usability index** | A number based on how this use case ranked in terms of satisfaction, importance, and frequency. |
| **Use case notes** | Information that is not directly part of this use case but that the solution developer needs to be aware of while working on the workflow. |